Abstract

A method for recording and/or simultaneously monitoring voice and screen activities of a computer work station screen from another computer and reducing the processing load on the computers. Further it provides a method to score and rate an agent using the computer work station while simultaneously monitoring the voice and screen activities of the agent on his computer work station. In another embodiment it provides a method for only updating the portions of the agent's computer work station screen which are changed on the other computer being used to moniter without updating the areas not changed.

H:\WPWIN60\WPDOCS\StrataSoft\Q & A patent\Abstract.wpd